

14 NOV 1977

77-269971

Mr. David Sitrin  
Deputy Associate Director  
National Security Division  
Office of Management and Budget  
Washington, D.C. 20503

Dear Dave:

The President's memorandum of 28 October 1977 to the Heads of Departments and Agencies asked for a report on efforts underway to address complaints registered by the public with the Congress about services provided by the Government. Since we do not provide direct services to the public, we do not believe the President's memorandum is intended to apply to us.

We do receive a few requests for information about the Agency, most of which come as requests under the Freedom of Information Act. The only complaints we have received relate to the time it takes us to respond to some of the more complicated questions. We feel, however, that these do not come within the intent of the President's request.

If you would like more information, we will be pleased to provide it.

Sincerely,

James H. Taylor  
Comptroller

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Orig - Addressee

1 - OLC

1 - ER

1 - Compt.

1 - Asst. Compt., Resources

1 - Compt. Subject File

1 - Compt. Reading File

1 - BMG Chrono

O/Compt./BMG ( ) 14 November 1977

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THE WHITE HOUSE  
WASHINGTON

97-2099

October 28, 1977

MEMORANDUM FOR THE HEADS OF

EXECUTIVE DEPARTMENTS AND AGENCIES

SUBJECT: Survey of Congressional Constituent Problems

Senators and Congressmen devote a good portion of their time and staff resources, as you know, to helping individual constituents deal with government agencies. Richard Pettigrew, my Assistant for Reorganization, recently conducted a survey of Senate and House offices aimed at identifying those areas of government causing constituents the most problems. This survey has yielded a wealth of information on the daily concerns of both the Congress and the average citizen in dealing with their government.

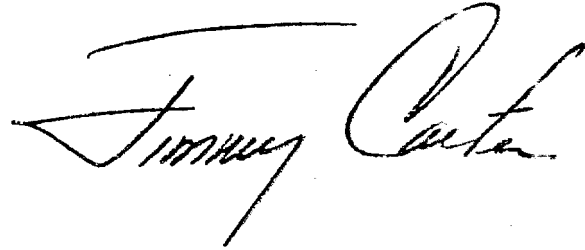
Responses received so far reflect a strong consensus as to the need for improved program effectiveness in particular areas. They provide us a unique opportunity to improve government's competence in serving the average citizen. They suggest problems, moreover, which are historic in nature and predate this Administration. These problems affect the daily lives of millions. The success we have in dealing with them will therefore bear substantial benefits for great numbers of people. For this reason, their correction deserves priority attention.

By its very nature, congressional casework highlights trouble spots and may not present a full picture of agency performance. I am aware too that departments and agencies are already taking action to address problems identified in the survey. Some of these problems may be beyond agencies' immediate control and have a statutory basis. Because these complaints involve the direct, day-to-day dealings of average citizens with their government, however, I would like to report to the public and the Congress as soon as possible on the steps we are taking to address them.

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Please report to the Office of Management and Budget the efforts you now have underway, or the specific efforts you plan to take, to address those complaints involving your agency. This information should be included as part of your regular monthly reorganization progress report which is due December 5.

A handwritten signature in dark ink, appearing to read "Jimmy Carter". The signature is fluid and cursive, with a large initial "J" and a long, sweeping underline.

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